

East Dunbartonshire



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East Dunbartonshire Council
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Taking Part

Tenant Participation

Issue 59 — August 2023

Newsletter



Kerr Street New Build affordable homes

The Tenant Participation Team can be contacted on 0141 777 3171.

New Build Affordable Homes at Kerr Street, Kirkintilloch



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A brand new affordable housing development on the site of the former Lairdsland Primary School, Kerr Street, Kirkintilloch was completed in April 2023 and has now welcomed its first tenants.

The 38 affordable homes are situated in a mixture of three and four-storey buildings which contain one and two-bedroomed flats. The new development, part of the Kirkintilloch Town Centre Masterplan, includes four wheelchair accessible flats and eight amenity flats on the ground floor for tenants with specific health needs. The remaining flats are general needs housing.

The Council worked in partnership with Cruden Building and Coltart Earley Architects to ensure that the homes were designed and built to complement surrounding buildings on Kerr Street and Queen Street, which sit within Kirkintilloch Town Centre Conservation Area. The development was made possible through the allocation of grant funding from the Scottish Government's Affordable Housing Supply Programme.

The development included the demolition of the original school and included the creation of new parking spaces and soft and hard landscaping. Artefacts from the school have been incorporated into the new building including the school's date stone, now displayed in the new landscaped courtyard, and original stonework, which has been used to create boundary walls, bin stores and bicycle sheds. In addition, two cast iron columns from the world-famous Lion Foundry

are now being used as streetlighting in the courtyard.

Artefacts from the original Lairdsland building, including coat hooks and a section of banister, are now part of a dedicated display at the town's Auld Kirk Museum. The display, which runs until September 2023, gives an overview of the history of the school and includes objects from the museum collection and images from EDLC Archives.

A mural from the original building, which dates from the 1930s and was hidden under new decor, and original wall tiles were removed and conserved by specialist conservators and are also part of the Museum's collection.

Would you like to be a member of "the scrutineers"

Have you ever questioned why the Council does things in a certain way? Maybe you have wondered how properties are allocated or how antisocial behaviour is dealt with. Tenant Scrutiny aims to give tenants and residents more influence in holding East Dunbartonshire Council to account for its performance and decision making.

The Housing (Scotland) Act 2010, through the establishment of the Scottish Social Housing Charter, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter provides the legal framework, ensuring tenants input drives performance improvement forward.

The 2010 Act also introduced the Scottish Housing Regulator (SHR). The SHR is responsible for monitoring, reporting, and assessing landlords progress towards achieving the Charter standards and outcomes.

The SHR's regulatory framework requires us to:

- agree our approach to self-assessment with tenants
- Clearly demonstrate our approach to self-assessment
- demonstrate that our approach is being implemented
- provide a statement of how we will involve our residents and tenants in our self-assessment activities
- Promote the creation of Tenant Scrutiny to tenants and residents, to help improve housing services

The Council's Housing service is responsible for meeting the Charter standards and outcomes and to report to the SHR and to tenants on the progress we are making each year. Information on annual performance can be found on the Council's website at [insert link to Your Housing News].

Tenant scrutiny so far

First scrutiny task

In 2015, the Scrutineers chose to review the Council's Re-let standard. The purpose of their work was to determine whether improvements could be made to the condition and standard of Council owned properties when a tenant moves into their new home. The Scrutineers concluded that a number of improvements could be made to the re-let standard and produced a scrutiny report setting out their findings and recommendations for improvement.

The report was presented to the Housing Services Management Team, the Housing and Repairs Services Working Group, and Elected Members for consideration. These recommendations were taken on board by the Council and improved the service in doing so.

Second scrutiny task

In 2017, the Scrutineers decided that Anti-Social Behaviour would be the group's next scrutiny topic. As part of the scrutiny project, they carried out the following key exercises:

- A review of the Anti-social Behaviour procedure
- Comparison with other social landlords
- Meetings with Community Protection Services
- Tenant telephone surveys carried out

The Scrutineers concluded that a number of improvements could be made to the anti-social behaviour procedures and produced a scrutiny report setting out their findings and recommendations for improvement.

The report had been presented to the Housing Services Management Team and to Elected Members for consideration.

Third Scrutiny Task

In 2019, the Scrutineers reviewed quality of the Council's emergency and temporary accommodation as their third task. The panel felt that the accommodation provided required to be reviewed in line with best practice and to improve services for tenants and residents.

As part of the review, the Scrutineers carried out comparisons with other social landlords, met with housing and homelessness team staff, reviewed the "Exit Survey" which is currently in use and carried out tenant led inspections.

Following an extensive review of the standard of emergency and temporary accommodation, The Scrutineers presented a report of their findings and recommendations to the Housing Management Team and to the elected members for consideration during October. Based on these recommendations, an Improvement Plan was developed by Housing Services.

Next Scrutiny Task Ahead

Due to the recent pandemic, the group has been on hold since late 2019. Now, after almost 4 years, following guidance on removal of restrictions, the Council's Tenant Participation Officer and Policy Team have agreed to re-establish the group. Tenant Scrutiny is a continuous process, and the Housing service would like to invite additional



members to become part of the Scrutineers to look at further service areas. This is an exciting opportunity for tenants and residents of East Dunbartonshire to gain better insight into how housing services work, as well as influencing how the Council delivers services in the future.

If you would like to be part of the Scrutineers, please scan the QR Code below and complete the questionnaire. If you are having any issues or difficulty with this, please contact the Tenant Participation Team.

The Scrutineers will be fully supported by East Dunbartonshire Council's Tenant Participation Officer and Strategy and Performance Adviser. The Council will regularly publish our activities and findings of the Scrutineers in future Newsletters, to the TPWG and Tenants and Residents Groups.

Further information on Tenant Scrutiny or Tenant Participation can be obtained from the Tenant Participation Team on **07990 912 712** or by emailing tenantparticipation@eastdunbarton.gov.uk



SCAN ME

How to avoid condensation dampness in your home

Millions of homes throughout the UK are affected by condensation dampness.

This problem can lead to a mould growth or staining which can damage wallpaper, wall surfaces, window frames, furniture and even clothing.

What is condensation and where does it occur?

Air contains a certain amount of moisture or water vapour which cannot be seen. The higher the temperature of the air, the more moisture it can hold. Condensation normally occurs when air comes into contact with a surface which is colder. This, for example, is the reason a bathroom mirror or window will steam up when you run a bath or have a shower.

Condensation also happens on the cool parts of walls, particularly on outside walls. It can often appear as a dark patch in corners near the skirting and on the ceiling.

Condensation can happen in any room of a home but the following areas are particularly prone to condensation:

- Cold surfaces, such as mirrors or windows
- Kitchens, bathrooms, bedrooms and hallways
- Areas of the home with poor ventilation
- Walls of unheated rooms
- Old corners of rooms
- Behind wardrobes, cupboards, beds or other furniture, especially if they are against an outside wall.

What steps can I take to avoid condensation dampness?

You have the ability to reduce or solve condensation dampness by changing your behaviour in your home. Use these three easy steps to help address the problem.



Step 1: Reduce the amount of moisture you create

Many normal everyday activities produce moisture which cannot be avoided. However some simple changes in how you do these things will help reduce the risk of condensation in your home:

- Keep lids on pots and pans and close the kitchen door when cooking
- Where possible put your washing outdoors to dry
- Keep a window open if drying clothes indoors and avoid drying clothes over warm radiators
- When using a tumble dryer make sure the hose is put out the window or door
- Keeping the bathroom door closed when running a bath, bathing or taking a shower
- Avoid overfilling cupboards and wardrobes

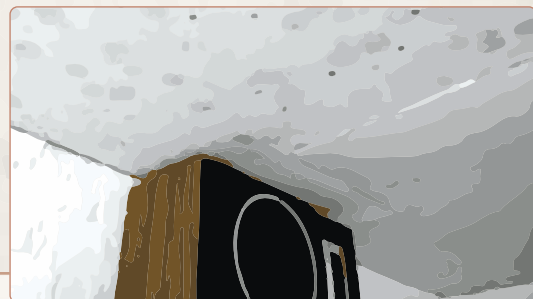
The most effective course of action you can take when creating steam, especially in the kitchen or bathroom, is to open windows and close doors. This will let moisture escape and prevent it from spreading throughout the rest of the house.

Step 2: Increase ventilation to remove the moisture

It is important that air within your home can circulate. This way any moist air produced can escape.

This can be achieved by:

- Opening a window
- Ensuring an extractor fan in the kitchen or bathroom is used when washing or cooking



- Allowing space for air to circulate in and around furniture and beds by keeping them away from walls
- Opening doors to ventilate wardrobes and cupboards
- Avoiding the use of flueless gas or paraffin heaters as they produce a lot of moisture
- Ensuring air vents are kept clear and not covered
- Ensuring all rooms in your home are adequately heated and ventilated
- Where double glazing is fitted, ensure trickle vents on windows remain open at all times.

Step 3: Heating your home

- Condensation is most likely to be a problem in homes which are under heated. Keep your home warm by:
 - Ensuring large pieces of furniture are not placed in front of a radiator as this prevents the heat from circulating.
 - Keeping curtains above radiators, this will allow the heat to circulate.
 - Using thick curtains stop heat escaping by closing them at dusk.
 - Keeping heating on throughout the day in cold weather.
 - Keeping curtains open on sunny days to help warm rooms.
 - Keeping doors open in rooms that get lots of sunlight; this will allow the warm air to circulate throughout the house.

What is East Dunbartonshire Council doing to assist tenants to prevent condensation dampness within their homes?

By following these steps tenants should significantly reduce any condensation dampness problems in their homes they may have. To assist tenants to keep their homes warm and damp free and as part of our Capital Works Programme,

East Dunbartonshire Council is in the process of finalising programmes to:

- Replace all central heating systems with high efficiency 'A' rated boilers and
- Replace all windows with double glazed units
- Fit extractor fans when new kitchens are being installed in tenants' homes.
- In addition work is ongoing in order to improve the fabric of buildings and prevent moisture penetration and retain heat through ongoing programmes to:
 - Replace failing roofs across whole-council owned and mixed tenure flatted blocks
 - Install external wall insulation and MR render treatments

The management of condensation issues is also important, and the Housing Service has a strategy now to:

- Use the services of specialist contractors to diagnose and treat condensation issues
- Communicate with tenants the importance of using homes appropriately ie in relation to the drying of clothes and use of ventilation

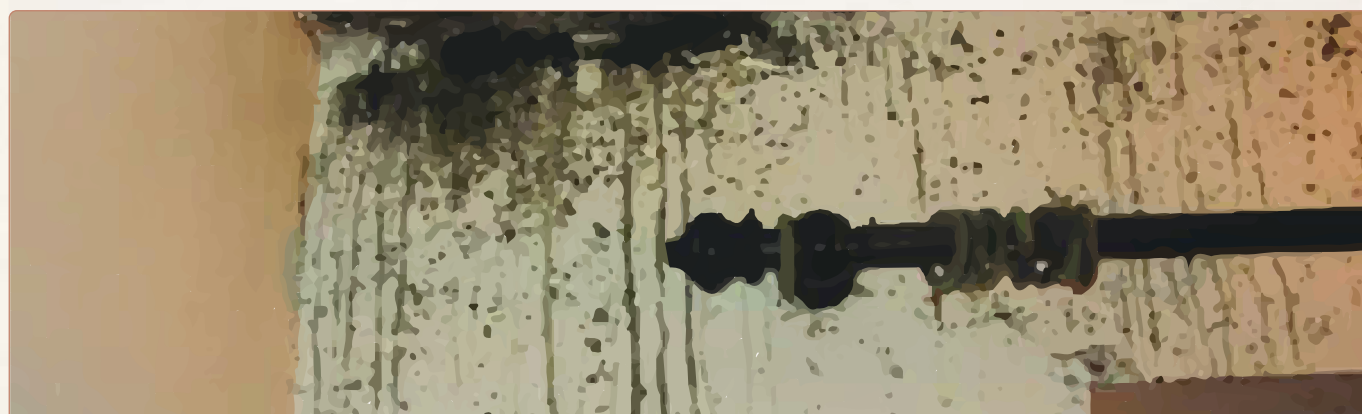
As well as this, we also carry out annual Gas Safety checks in our tenants' homes which ensures the heating system is working safely and efficiently.

By providing these measures tenants' homes should benefit from:

- Having a warmer surface temperature of walls, ceilings and windows
- Reduced heating costs, thus allowing homes to be heated to a higher standard more affordable.



If you would like any additional information or practical advice on reducing condensation dampness within your home please contact our Repairs Service on 0800 052 5574.



Recycling your food waste is eggs-cellent



Doughnut let your food go to waste! That's the message from East Dunbartonshire Council as a campaign to encourage more residents to use the weekly food recycling service was launched in April.

"I'd like to say a big thank you to all residents who are currently recycling their food waste for their fantastic efforts and encourage others to support and make use of the weekly food waste collections on offer.



Lettuce tell you that over 30 per cent of rubbish being chucked into grey residual bins across East Dunbartonshire is made up of food waste. Instead of being recycled, it could end up in landfill where it emits harmful methane gas once it breaks down. What a waste - literally.

"With food waste taking up over 30 per cent of the average household bin, recycling this waste and using it to generate electricity instead can make a real difference in reducing our impact on the environment."



You might think it's nacho problem, but research shows that even people who think they don't create any food waste actually create around 2.9kg a week. Think about those tea bags, coffee grounds, veg peelings, bones and eggshells.

Kitchen caddies and bin liners are provided for free by the Council. The larger kerbside caddies lock to prevent smells, leaks and spillages and are emptied once a week.



The new campaign aims to show residents that recycling food waste is really a-peeling as it helps the environment and reduces landfill. The campaign will run throughout the year with the message being displayed at train stations and bus stops across the area.

Ann Davie added, "One of the biggest barriers to food waste recycling seems to be the mess and smell people think it will generate. However, recycling food waste in our caddies using the food bags is actually more hygienic and reduces smells compared to placing it in your kitchen bin."

Ann Davie, Depute Chief Executive of East Dunbartonshire Council, said, "Recycling rates in East Dunbartonshire are really good, but we've noticed the amount of people using the food waste service has dropped off recently, and we'd like to help people get back into the habit.

So, don't go bacon our hearts. Remember to recycle your food waste correctly to help us reduce general waste and achieve both recycling and landfill reduction targets.

If you would like to order a free food waste caddy, please contact the Council on 0300 123 4510 or complete our online form.

East Dunbartonshire Council
www.eastdunbarton.gov.uk

Don't go bacon our hearts.

REMEMBER TO RECYCLE YOUR FOOD WASTE CORRECTLY TO HELP THE ENVIRONMENT AND REDUCE LANDFILL.

WWW.EASTDUNBARTON.GOV.UK/RECYCLING
Right bin? Put it in!

Are you a Council tenant interested in setting up a tenants' & residents' association?

Some of the benefits of having a local T&RA are:

- to have a greater say in how your local community is managed
- addressing issues of concern within your local community, by working with the support of housing services to find solutions
- getting opportunities to meet with the staff who are responsible for delivering services
- raising funds for your community
- providing information to tenants and residents about local issues
- developing a good community spirit
- bringing a sense of achievement to those involved in running a group
- giving people a chance to meet new people, gain invaluable experience, access training and gain new skills
- meeting with the council to discuss the concerns and problems raised by tenants and residents and work together to find solutions
- attending an estate walkabout to inspect your estate and make suggestions for improvements

East Dunbartonshire Council actively works to develop and support new groups with an interest in housing and their local community. To find out if your local community has a T&RA or if you and your neighbours would like advice on how to go about setting up a T&RA. Contact the Tenant Participation Team at:

Housing Services
 The Tenant Participation Team, William Patrick Library,
 2-4 West High Street, Kirkintilloch, G66 1AD
 Tel: 0141 777 3171
 Email: tenantparticipation@eastdunbarton.gov.uk



How are services performing?

The tables and charts below give details of performance against key housing and property maintenance activities each quarter for the last year.

Tenant Rent Arrears

The maximisation of rental income and pursuit of rent arrears continues to be a priority for the Housing Service. The pandemic and more recent cost of living crisis has seen rent arrears increase significantly. The table below shows improvement in reducing rent arrears during Quarters 3 (October to December) and 4 (January to March), with the year end target for 2022/23 achieved. Housing Officers continue to provide advice and support to all tenants and specifically those who engage and are financially affected as a direct result of the cost of living crisis.

Rent arrears actions continue to be taken against tenants in serious and increasing rent arrears, which include the serving of Notice of Proceedings, a pre court requirement, legal action and eviction where appropriate.

Tenants are encouraged to engage with their Housing Officer for advice and assistance at the earliest opportunity rather than allowing rent arrears to accrue.

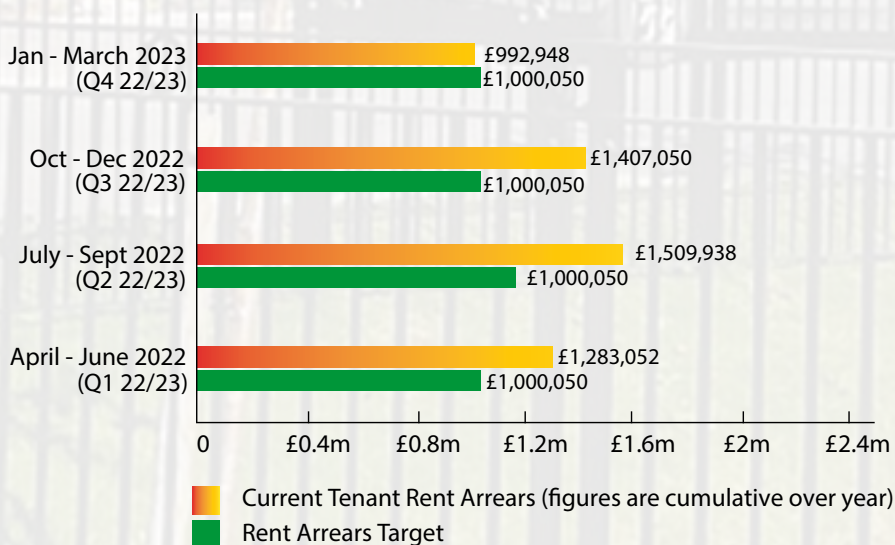


Chart 1: Current Tenant Rent Arrears: Financial Year 2022/23

Our repair service is available 24hrs 365 days a year

Your enquiry will be answered by customer-focused staff trained in delivering our service. If you need to report a fault or an emergency repair we can be contacted on:

Freephone number
0800 052 5574

Email:
customerservices@eastdunbarton.gov.uk



Rent Loss

Void Rent Loss increased during Quarter 4 (January to March) due to the higher number of void properties resulting from offers of housing being made to existing tenants for new build properties.

Quarter	Quarter Targets	Actual Quarter Total	Year to Date Target	Actual Year to Date Total
Jan - March 2023 (Q4 22/23)	£32,500	£39,520.97	£130,000	£160,699.79
Oct - Dec 2022 (Q3 22/23)	£32,500	£34,689.99	£97,500	£119,425.61
July - Sept 2022 (Q2 22/23)	£32,500	£40,487.19	£65,000	£90,984.28
Apr - June 2022 (Q1 22/23)	£32,500	£50,497.09	£32,500	£50,497.09

Table 1: Void Rent Loss during Financial Year 2022/23:

Void Property Turn Around

During Quarter 4 (January to March) Re-let times increased due to the number of long-term voids being returned to Housing for allocation.

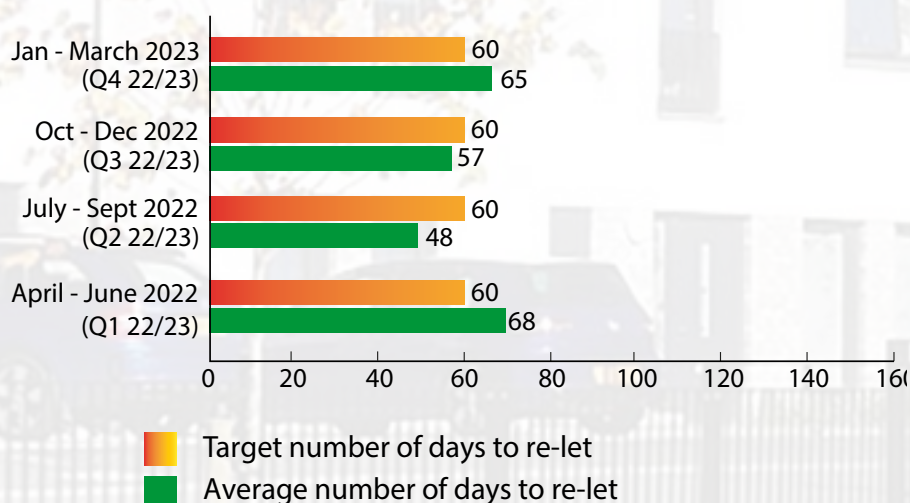


Chart 2: Average number of days to re-let properties: financial year 2022/23

Repairs

Property Maintenance will continue to strive to ensure that the performance in all repairs categories continues to improve, while improving timescales closer to, or by exceeding targets.

Area	Q4 (Jan-Mar 22/23)		Q3 (Oct-Dec 22/23)		Q2 (July-Sept 22/23)		Q1 (Apr-Jun 22/23)	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Gas Safety % Completed	100	100	100	100	100	100	100	100
Emergency Repairs (hours)	4	3.38	4	4.31	4	3.4	4	3.4
Non-Emergency Repairs (days)	12	11.8	12	10.7	12	11.9	12	11.9
Voids % Returned	85	90.3	85	96.4	85	94.2	85	93.5
Appointments Kept	98.5	99.9	98.5	99.7	98.5	99.9	98.5	100

The Tenant Participation Team can be contacted on 0141 777 3171.

East Dunbartonshire Citizens Advice Bureau



In 2022, East Dunbartonshire Citizens Advice Bureau dealt with a total of 25,964 enquiries from local residents across a wide range of issues. The largest issue they dealt with was help with benefits, which accounted for 46% of all enquiries.

There are a range of additional payments that you may be entitled to, to help support your family, including:

- Child Benefit
- Child Tax Credits
- Best Start Grant
- Best Start Grant Pregnancy & Baby Payments
- Best Start Grant Early Learning Payment
- Best Start Grant School Age Payment
- Best Start Foods
- Child Disability Payment

If you think you might qualify, or if you're not sure, please get in touch. You can book an appointment on the website www.edcab.org or browse the self-help information available there.

School Clothing Grant & Free School Meals applications can be completed on East Dunbartonshire Council's website: www.eastdunbarton.gov.uk

So far this year, 2023, the CAB is as busy as ever assisting residents to navigate the current cost of living payments, the utility support available and grant applications. You may be entitled to the cost of living payments, if you are on the following benefits:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit.

Most people entitled to the payment will get:

- £301 paid between 25 April 2023 and 17 May 2023 if you're on DWP benefits
- £301 paid between 2 and 9 May 2023 if you get tax credits only

East Dunbartonshire Citizens Advice Bureau

Ready for a new financial start?

NOW OPEN UNTIL 7PM MONDAY TO THURSDAY



It's important you get all the help you're entitled to.

For **FREE** confidential support and advice, contact a local advisor on 0141 775 3220, or alternatively, at www.edcab.org

- £300 paid during autumn 2023
- £299 paid during spring 2024.

There is an eligibility criteria attached to all of the payments, so get in touch to see if you are eligible for the cost of living payments for 2023/24.

Money advice is also a large part of what advisers can help with and maximising income is the first step towards achieving manageable repayment proposals. The bureau has a full money advice service, complemented by two Money Talk Plus Advisors who can assist any residents concerned with their ability to meet ongoing liabilities and to help ensure that all support is being accessed.

Advisers can also look at whether there is scope to make financial savings.

If you are experiencing financial worries or hardship, you can get advice from the EDCAB Money Talk Plus team which offers support in four main advice areas:

- Tax credits & Benefits: eligibility checks, Help to Claim, and advice on both means tested and non means tested benefits.
- Money Advice: this can range from budgeting, income maximization or simple debt issues. If more complex multi debt issues and help with creditor strategies is required, the Money Talk Plus adviser can help with referral support on getting advice on repayment plans and Debt Arrangement Schemes.

- Housing: issues such as rent, council tax payments and reductions.
- Utility supply: supplier complaint resolution, energy efficiency schemes, eligibility for and availability of energy grants.

Our advisers will check you are getting as much income support as you are entitled to and explore ways to reduce your monthly outgoings.

Full "entitled to" checks can be done on request for any benefits or tax credits and support can be provided to complete applications.

Two of the most often unclaimed benefits are:

- Pension Credit
- Council Tax Reduction.

Discounts may be available for Council Tax if you are the only adult aged 18 or over in the property. Also, some people are not counted when deciding how many adults are resident in a property. If you think you may be eligible for a discount please go to www.eastdunbarton.gov.uk or www.edcab.org and check your eligibility. You may be entitled to Council Tax Reduction if you fall into any of the following criteria:

- single occupancy discount
- Apprentices
- Paid and unpaid care workers
- Residents who are in receipt of Child Benefit

- Full time students
- People who are resident in hospital or care/nursing home
- Mentally impaired and receiving benefit

For further information, please contact our office on 0141 775 3220 or book an appointment via the website www.edcab.org

Recommended Ways To Pay Your Rent

If we have tenants who currently pay their rent at a shop or Post Office, we've asked them to consider setting up a Direct Debit or to use the Council's online or Touchtone services, as the most convenient ways to pay. We have utilised a virtual print and post service (back office) allowing us to administer Direct Debit instructions for tenants.

The full list of ways in which tenants can pay their rent are detailed in the white boxes opposite.

PayPoint is now an additional option available for tenants to pay their rent at a local shop.

Payment methods accepted:

- Cash (at any Post Office or local PayPoint location)
- Cheque (at any Post Office or local Paypoint location)
- All major credit/debit cards (please note that there is no surcharge for payment by credit/debit card)



1 By Direct Debit - from your bank account on the 1st or 15th of every month. Forms available online.

2 Via Direct Banking - (You will need to give your bank the Council's bank details as follows and ensure they quote your rent reference number.)
Bank Name: Virgin Money,
110 Cowgate, Kirkintilloch, G66 1JU
Bank Sort Code: 826913
Bank A/c Number 80000577

3 By Touchtone - on 0300 123 4524 (24 hrs a day)

4 Telephone - on 0300 123 4525 (9am to 5pm Monday to Friday)

5 Online - at www.eastdunbarton.gov.uk

6 Post Office or Local PayPoint - (use your rent payment card at any Post Office or PayPoint location)

We may contact you by post, email, phone, or in person.

Please follow any instructions given carefully and take necessary action.



*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

Our **ANNUAL CANVASS** for
the **REGISTER OF ELECTORS**
starts on **3 JULY 2023**

saa.gov.uk/dab-vjb/canvass

Anyone aged 16 or over and living in Scotland can now register to vote in Scottish Elections.

If you need to update your information the easiest way to do this is on-line using the links in any form or email we send you.

If you have moved address register now at:
gov.uk/register-to-vote

Contact your local office if you need further advice:

Argyll & Bute: ero-abc@dab-vjb.gov.uk

East Dunbartonshire: ero-edc@dab-vjb.gov.uk

West Dunbartonshire: ero-wdc@dab-vjb.gov.uk

From October 2023 you will need to show approved photo ID to vote in person at UK Parliament elections. Visit the website below for more info:

electoralcommission.org.uk/i-am-a/voter/voter-id

Housing

Management Team



Ann Davie
Depute Chief Executive

Tenants have been provided with contact information for their local housing officer. If after trying this system you find it has not worked for you, please call one of the senior members of staff on **0300 123 4510** who may be able to assist you.



Grant Mackintosh
Executive Officer - Housing



Elaine Romanes
Team Leader /
Housing Operations



Lynsey Rowe
Team Leader / Homelessness
& Prevention



Gillian Lunn
Team Leader /
Housing Operations



Jim Wright
Team Leader /
Housing Operations

Useful contact details

If you have any queries regarding a housing related issue, please use the following contact details listed below:

Housing Officers (Rents/Estates):
0300 123 4510

Email: housing@eastdunbarton.gov.uk

Housing Options/Homelessness Team:
0300 123 4510

Email: homelessness@eastdunbarton.gov.uk

Tenant Participation Team:
0300 123 4510 or 0141 777 3171

Email: tenantparticipation@eastdunbarton.gov.uk

Housing Repairs:
0800 052 5574

Email: customerservices@eastdunbarton.gov.uk

Project 101:
0300 123 4510
Email: project101@eastdunbarton.gov.uk

Housing Benefits:
0300 901057
Email: benefits@eastdunbarton.gov.uk

Council Tax:
0300 901057
Email: counciltax@eastdunbarton.gov.uk





Project 101 Positive Engagements



If you are from East Dunbartonshire aged 14-25 years old and experiencing housing or homelessness issues, then Project 101 may be able to help you.

They can provide you with information and advice and signpost you to other agencies who may also be able to help. Some of the positive engagements Project 101 have been working on are shown opposite.

Project 101 Positive Engagements

Project 101 warm spaces initiative

During the colder months, Project 101 became one of the 17 warm spaces in Kirkintilloch, providing refreshments and some -respite during the long winter for all young people aged 16-25 in east Dunbartonshire.

Project 101 and Supported Living

Our latest venture has seen staff supporting young people who have moved into supported accommodation with a weekly visit, an opportunity to learn about tenancies, complete forms and set themselves up for independence. A lunchtime cooking session has been very popular during this roll-out too.

Project 101 Cooking Sessions are proving hugely popular and being held on

a Tuesday, Wednesday, and Thursday to keep up with demand! They are designed to not only be an enjoyable cooking session, but to help build skills and confidence in the kitchen. This can be from hygiene to food prep and this also encourages and assists with budgeting and other key areas of tenancy sustainment.

Young people can come for consecutive weeks or just for one-off sessions. This allows the budding chefs to not give up on much needed work, volunteering opportunities or other life commitments, and can return when suits them to still reap the benefits of the support.

The new block has seen a whole new revamp in the recipes including burgers, chicken curry, toasties as well as a Mexican pancake stack and other delicious options. These can then be replicated at home with the handy cook book they will receive.



- If you or you know of any young people who may benefit from this service, then get in touch as soon as possible.
- You can contact Project 101 in the following ways:
- Telephone number: 0300 123 4510 – 07919092039
- Email: Project101@eastdunbarton.gov.uk
- lucas.clarke@eastdunbarton.gov.uk
- suzanne.rooker@eastdunbarton.gov.uk
- Facebook: @Project101edc
- In Person: Project 101, 101 Townhead, Kirkintilloch, G66 1NX



Monthly Chance to Chat at Project 101

Project 101 host a 'Chance to Chat' once a month. It is the perfect opportunity to get anything off your chest, catch up with others, and grab a coffee and a bite to eat (or, if the weather is anything like the last one, a much-needed cold drink and an ice cream). Individuals from all over East Dunbartonshire come together to form a support network, aiding each other, and benefitting from lived experiences and the non-judgmental environment. The aim of the group is to get as many people as possible talking about mental health.

We all have mental health and any of us could go through a period where we struggle, but many of us are too afraid to talk about it. Starting a conversation about mental health might seem daunting, but simply sending a text, checking in on a friend, or sharing something on social media can help. For many, having this monthly group has helped break the ice.

Opening the conversation about mental health problems is so important – by talking about it we can support ourselves and others. Here is what some of the young people had to say recently:

"I first came to project 101 because I didn't know where to turn when I became homeless. Now, I turn to Project 101 for their support and to meet with other young people who have been through similar to me, when for a long time I thought it was only me."

"When I'm low or when my friends are low, I do everything online. I send a text or post on social media, but I keep myself away from the world and this makes it harder. Coming into 101 - even just for the coffee and a chance to chat - helps me get out the house."

"I'm not alone thanks to Project 101."



HOMELESS

the **Homelessness and Prevention Team** can be contacted on:
 daytime and out of hours tel: **0300 123 4510**
 e mail: **homelessness@eastdunbarton.gov.uk**

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 www.eastdunbarton.gov.uk

Chance to Chat Dates – 2pm - Project 101, 101 Townhead, Kirkintilloch, G66 1NX

- 10 August
- 14 September
- 12 October
- 9 November
- 14 December
- For more information, please contact Project 101 on Facebook or email project101@eastdunbarton.gov.uk

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Trading Standards

Maintaining & promoting a fair, safe & equitable trading environment

0300 123 4510

Email: trading_standards@eastdunbarton.gov.uk



Join your Council's fight against

FRAUD

Report it!

6'0"

5'6"

5'0"

4'6"

4'0"

3'6"

3'0"

2'6"

Jean -
Off sick,
getting sick pay, but
working in another
job

Tommy -
Uses his mum's
blue badge

**Someone you
know?**

Jim -
Lied to the
Council to get a
Council house

Margo -
Not paying full
Council Tax -
she lied to the
Council

It's not right, it's not fair and it's you who pays!

Report it:

online at www.eastdunbarton.gov.uk/reportfraud by emailing fraud@eastdunbarton.gov.uk
by calling 0300 123 4510 (Mon-Fri 9am-5pm). All calls are strictly confidential.



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www.eastdunbarton.gov.uk

Focus on a member of staff

Who are you and what do you do within the Council?

My name is Claire McNeil and I have worked with East Dunbartonshire Council for 16 years. Firstly, as a Homelessness Officer for ten years and covered various roles within that team. Then I moved over into the Policy and Strategy part of the Housing service where I am now the Strategy and Performance Adviser. I help to manage the team that ensures all the Housing service's Strategies, Policies and Procedures are up to date and that we keep tenants and customers informed about how well the service is performing and ask for their views on ways we can make improvements.

What do you like most about your job?

I am very passionate about my job and like to see the positive impact that housing can have on people's lives. I like to work with and meet people in similar fields, but I'd have to say our Housing team are a great bunch and I have made many close friends over the years.

What do you like least about your job?

I don't like not finding a solution to a problem. Sometimes it just means taking a different view of things and that can take time. It can be frustrating not to have an immediate answer! At these times I often look to friends in other Council's to compare and contrast what they do in order to come up with the best way forward for East Dunbartonshire.

What's the funniest thing that's ever happened to you while doing your job?

Getting used to Microsoft Teams was a challenge, funny at times and we did try to cheer each other up. One meeting after work we had in fancy dress, and I dressed up as Zorro with a handmade black cardboard hat and a paper mask. It was good to keep spirits up while we were in lockdown.

If you can meet one person of your choice, dead or alive, who would this be?

I would have loved to have met Anthony Bourdian who is a favourite chef of mine and what he does incorporates two of my favourite things, food and travel!

What's your favourite type of music?

Probably rock although my era is the 80s so I can't not love the Cure, Smiths, Thomson Twins but more recently I love Biffy Clyro, Foo Fighters, Jimmy Eat World.

If you could live anywhere in the world where would it be?

Spain. I would love to live and work in Seville.

If you were stuck on a deserted island, what two items would you miss the most?

The internet, I'm a bit addicted to my phone and my car. Learning to drive made a big difference to my life so I would really miss driving.

If you could have any job in the world, what would it be?

Chef! I'd love to cook and have my own café/restaurant

If you could have any superpower, what would it be?

Oh, that's a difficult one. I love to travel so I suppose flying would be the obvious choice, but I am a wee bit scared of heights.

Quick fire round

1. Starter or dessert – **Starter**
2. Reality TV or Drama – **Drama**
4. Night owl or early bird – **Night Owl**
6. Pepsi or coke – **Coke**
7. Movie or documentary – **Documentary**
8. Corrie or Eastenders – **Don't watch soaps, prefer all the cookery programmes**
9. Football or Rugby – **Football**
10. Car or Bike – **Car**
11. Chips or Salad – **Salad?**
12. Burger or Chicken – **Chicken**



Contact us today to arrange a

FREE Home Fire Safety Visit

We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Scottish Housing Regulator

National Panel of Tenants and Service Users

Share your views...

Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel!

What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

Who can join?

The Panel is open to anyone who uses council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

Ready to join?

By phone

0800 433 7212

Online

bit.ly/shr-panel

On your smartphone:



**Join today for a chance
to win £50!**

Ravenswood/Rapid Access Accommodation

The Ravenswood Housing Support service had a glowing report from the Care Inspectorate following an inspection in April.

Ravenswood Housing Support is operated by The Mungo Foundation in partnership with East Dunbartonshire Council's Homelessness and Prevention Team and Cube Housing Association based in Kirkintilloch.

The service offers interim temporary accommodation and tenancy support to homelessness applicants. The aim of the service is to support applicants to pursue and achieve personal aims, develop individual living skills, minimising the risk of repeat homelessness.

The service provides outreach support to applicants living in Rapid Access accommodation in Milngavie and Bearsden where residents live more independently.

Inspection

An unannounced inspection which took place on 5, 6 and 7 April 2023. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection the Care Inspectorate reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making their evaluations of the service they:

- spoke with five people using the service
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with four visiting professionals

In evaluating quality, the Care Inspectorate use a six-point scale where 1 is unsatisfactory and 6 is excellent. A summary of the findings are presented below.



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Community Safety

Antisocial behaviour
there's no excuse

0300 123 4510

Email: antisocialbehaviour@eastdunbarton.gov.uk

youth underage
disorder drinking
illicit dog
tipping barking
litter penalties
antisocial dog
night noise fouling
duties graffiti
dangerous dogs
smoking enforcement
NEIGHBOUR
DISPUTES

How well do we support people's wellbeing	5 - Very Good
People's health and wellbeing benefits from their care and support	5 - Very Good
People are getting the right service for them	5 - Very Good
People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	4 - Good
Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
Staff have the right knowledge, competence, and development to care for and support people	4 - Good

Further details on the areas inspected are available online at www.careinspectorate.com

The Tenant Participation Team can be contacted on 0141 777 3171.

Keep yourself safe from Asbestos



When is asbestos dangerous?

The presence of ACMs in your home does not necessarily pose a risk. If the ACM is encapsulated (sealed) and is in good condition then it will not be a problem unless the sealant is damaged – asbestos becomes dangerous when fibres are released into the air. The most common disturbance of asbestos results from DIY.

In order to ensure your safety when carrying out any DIY, please follow the guidelines below:

- **DO NOT** drill a hole through any asbestos boards
- **DO NOT** cut or break off any parts of asbestos products
- **DO NOT** rub down asbestos panels or Artex with sandpaper
- **DO NOT** use wallpaper scrapers on asbestos products
- **DO NOT** remove asbestos panels to gain access to services
- **DO NOT** cut any asbestos products with asbestos products with a hammer.

If you are unsure if a product contains asbestos **DO NOT** carry out any works until you have contacted us for further advice.

What does East Dunbartonshire Council - do about asbestos?

We work closely with Asbestos Survey specialists and removal contractors to identify and manage the risk of ACMs. This is to ensure that all known asbestos containing materials are either removed, or effectively managed, to reduce the risk to its lowest practical level.

EDC specialist contractors carry out a refurbishment survey when a property becomes void and management survey or bulk sample on our housing stock and hold an Asbestos Register of all the results.

or major upgrade work, this register is checked by our staff and contractors. If no information is held, an appropriate asbestos survey will be carried out before any work is allowed to proceed. If a positive sample is generated and works is required to an area, then the safe removal of the asbestos will be instructed and carried out by trained, licensed personnel.

If you think your home may contain asbestos, contact us immediately and EDC will arrange to carry out an appropriate asbestos survey.

If asbestos containing materials are found, they may be removed; however this can be a disruptive process. If materials are found to be in good condition and do not pose an immediate danger we would recommend that they are managed rather than removed.



For further advice on asbestos please contact us on 0300 123 4510. Alternatively information regarding asbestos can be found at: Health & Safety Executive: www.hse.gov.uk

The Council is currently updating its Asbestos Policy & Procedure document and following committee approval, this will be found on the Council's website.

Where is asbestos found?

Asbestos fibres may be found in the following materials:

- Floor tiles (vinyl or thermoplastic tiles)
- Wall and ceiling boards
- Artex (textured) ceiling finishes
- Sprayed coatings to steelwork
- Lagging around pipework and hot water cylinders
- Water tanks, lining boards
- Inside electrical distribution boards and fuses
- Bath panels

Asbestos containing materials (ACMs) may also be found elsewhere, therefore please contact us if you are in any doubt about the presence of asbestos in your home.

What is asbestos?

Asbestos is a naturally occurring fibrous material that became a popular additive to building materials to increase performance in the 1950s. It was commonly used as an insulator and has good fire protection properties. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s. Asbestos has been banned since November 1999 because it can pose a danger to health. Properties built after the year 2000 should not contain asbestos products anywhere in the building.

Environmental Health

Improving & protecting public health

0300 123 4510

Email: environmental.health@eastdunbarton.gov.uk

Food Complaints
Food Standards
 Food Hygiene
 Noise
 Occupational Health & Safety
 Pest Control
 Water Quality
 Vehicle Emissions
 Animal Licensing
 Environmental Crimes
 Air Quality Monitoring
 CONTAMINATED LAND

DOG CONTROL
 PUBLIC HEALTH
 Pollution

Licensing Standards

Sampling



Have you considered paying your rent by Direct Debit?
The benefits of Direct Debits are:-



Payment plans:
Better budgeting



Peace of mind:
Never miss a payment



Convenient and saves time



Safeguarded by a guarantee

Set up your Direct Debit today!

For further information on Direct Debits and other payment methods:-

Telephone: 0300 1234510
Email: housing@eastdunbarton.gov.uk
Visit: www.eastdunbarton.gov.uk/payments

Housing Services

Get a LIFT onto the property ladder with the Scottish Government LIFT scheme!



Want to buy a home on the open market but don't think you can afford the full price? The LIFT Scheme could help.

The LIFT Open Market Shared Equity (OMSE) scheme has helped over 13,000 people receive up to 40% funding towards the price of a home on the open market since 2005. Find out if you are eligible by applying online. The LIFT scheme is free to apply to and there is no obligation to buy a property once you have been approved.

Price thresholds have increased from 17 August 2022 and buyers can now offer over the property valuation, from their own funds, as long as the price paid is within the threshold for the property size and area.

Glenys was able to move to Aberdeenshire to be closer to her family thanks to the LIFT scheme after qualifying as part of the over 60s priority group.

She said, "In 2020, I looked into moving closer to my daughter who lived in Aberdeenshire. I thought it would be highly unlikely that I would be able to buy a property. Then I heard about the LIFT shared equity scheme. The scheme allowed me to purchase a gorgeous 2-bedroom flat.

"I now live in Aberdeenshire, close to my daughter, and I am also an active member of the local bowls club. The view from my flat is amazing and I can go for lovely walks with my dog in the local area.

"The LIFT scheme made this possible for me and I am so grateful. I can't thank you enough!"



Find out if you are eligible by applying online. The LIFT scheme is free to apply to and there is no obligation to buy a property once you have been approved.

The Scottish Government's LIFT Open Market Shared Equity scheme is open to first-time buyers and the following priority target groups:

- Social renters
- People with a disability who can demonstrate a housing need
- Members of the armed forces
- Veterans who have left the armed forces within the past two years
- Widows, widowers and other partners of service personnel who have lost their life while serving in the armed forces within the last two years.
- People aged over 60 with a housing need are a priority group who do not need to take out a mortgage.

You must be unable to afford the property without the scheme's support. You will need to take out a mortgage unless you are over 60. All purchasers must be first-time buyers unless at least one purchaser falls within one of the other priority target groups and will no longer own another property at point of purchase via the scheme.

Visit www.linkhousing.org.uk/LIFT more for more information.

Buyers can get up to 40% towards the cost of a home with the Scottish Government's LIFT scheme*.

Text 'LIFT' to 66777
www.linkhousing.org.uk/LIFT



*Eligibility criteria apply.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Do you know someone **OVER**
50 who **SMOKES?**

And do they meet one or more
of the following criteria:

- Living alone?
- Mobility issues?
- Using medical oxygen?

THEY MAY BE AT **GREATER RISK OF FIRE**
AND WE NEED TO REACH THEM!



Get in touch with East Dunbartonshire Improving the Cancer Journey

0141 232 8256

eastdunicj@ggc.scot.nhs.uk

We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws your way, we're right there with you.

For information, support or just someone to talk to, call Macmillan Cancer Support on 0808 808 00 00 or visit macmillan.org.uk.

 Macmillan.org.uk

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland.

WE'RE HERE FOR YOU

Living with cancer in East Dunbartonshire?
The Improving the Cancer Journey
service is here to support you.

In partnership with



MACMILLAN
CANCER SUPPORT

The Canal Project



In today's world, providing social support for vulnerable youth is more important than ever and services like the Canal Project are vital. The Canal Project is an incredible homeless support service that goes above and beyond to help young individuals from diverse backgrounds. The project offers comprehensive assistance to those facing mental health challenges, family breakdowns and even unaccompanied asylum seekers.

Recently, this project received well-deserved recognition at the Stephenson Awards, organised by Action for Children. These awards pay tribute to Dr. Thomas Bowman Stephenson, a visionary who believed in the power of empathy, kindness, and helping those in need. It was a proud moment for the Manager of the Canal Project, Richard Truesdale, and the staff team to win not one but three prestigious awards; Employee Excellence, Young Shining Star (young person living at canal) Mikias, and Young Person's Choice award. The dedicated staff felt humbled and honoured by this recognition.

Among the deserving recipients of the Young Shining Star award was Mikias, an extraordinary young man from Eritrea. Known as Micky, his story is awe-inspiring as he overcame unimaginable challenges and trauma on his journey to the UK. Throughout his journey, Micky showed remarkable resilience, unwavering determination and a polite demeanour that touched the hearts of many. Since finding solace in the loving environment of the Canal Project, Micky's life has undergone a remarkable transformation. The project's comprehensive support and nurturing atmosphere have allowed Micky to thrive. With their wide range

of services, they have empowered him to face his challenges and rebuild his life in Scotland. His newfound happiness and settled life in Scotland are a testament to the life-changing impact of the Canal Project and the collective efforts of Action for Children. With his unwavering focus and the ongoing support he receives, Micky is poised to achieve great things and make a positive impact in his community.

The Canal Project's well-deserved recognition at the Stephenson Awards is a testament to the hard work and dedication of its employees. The Employee Excellence Award recognizes the exceptional efforts made by the project's staff members, who consistently go above and beyond their duty. Their unwavering support and guidance have helped young individuals like Micky navigate their difficulties. It has created an environment of trust, understanding and empowerment. On the day of the ceremony, staff members Ross Fleming, Carole Kongolo and Paige Dick were invited on stage by Angela Rippon to receive the award.

The Young Person's Choice award holds a special place of honour, as it reflects the impact that the Canal Project has on the lives of those it serves. This award is a heartfelt expression of gratitude and appreciation from the young individuals who have found comfort and support within the project. It serves as a powerful reminder that their voices matter and their lives are being positively transformed by the dedicated staff's tireless efforts. Richard Truesdale attended the awards with his nominator Cameron Neill who said, "There are things that good people do, to be nice and Richard will do those things and he doesn't stop until he sees a smile on your face".

The Canal Project stands as a beacon of hope for young people facing adversity. It provides the much-needed support and guidance to help them overcome their challenges. The Stephenson Awards, where the project received well-deserved recognition, shed light on the incredible work done by the employees of Action for Children. Micky's story in particular, serves as a powerful reminder of the resilience and potential that lies within each individual when provided with the right environment and support. The Canal Project, along with its dedicated team and everyone at Action for Children, has truly changed lives, instilled hope and is paving the way for a brighter future for vulnerable youth and young people.

New Roots Gardening Group

The New Roots Gardening Group is a local, inclusive, social group aimed primarily at those with additional support considerations and living in East Dunbartonshire. Chris, a member of the group, has written a summary to give you a flavour of life in the New Roots Gardening Group:

'The project started five years ago and has developed well. At the beginning, we all had to get to know each other which was exciting and enjoyable as everyone was very respectful and good mannered.

'On site, there are two instructors and a mixture of male and female youths participating in all areas. One of the first things we all had to learn about and understand was the need for Health & Safety, for example, how to use gardening tools and how to place them when not in use. Wearing gloves and hard-soled boots is very important for yourself and others working around you, as they can prevent accidents or injury.

'At the beginning, the weather conditions were very challenging. We did not have a lot to work with, but we were all determined and motivated to progress. You could say, we had a bit of battle on our hands, but we pulled together as a team and felt we were winning! Anyone who works in a garden will tell you that the weather is a huge factor. Plants need sunlight, water, wind, warmth and even shade.

'Our instructors always take the time to explain what needs to be done, step by step, to ensure that everyone knows what their job is and, of course, we are all expected to pay attention! It can take a lot of grit and bravery and the work can be very physical, but at the same time having a gentle touch is also a huge factor.

'We have developed many skills over the last few years. We made raised beds from Willow branches tied together and attached to posts in the ground and filled them with soil. Other developments in the garden included planting vegetables and herb seeds in what are called drills. As you grow in confidence you may develop what is known as **'Green Fingers'**

Here is a list of some of the vegetables we have planted and grown over the years: potatoes, broad beans, spring onions, carrots, herbs including basil and chives, rocket, peas, radishes and kale!

Watching and caring for plants you have nurtured from seed to fully grown is exciting and rewarding and the big benefit is you get to cook and eat them. What an amazing and satisfying experience! It's a must for anyone! The group itself is relaxed and easy going. Everyone has their one task and everyone contributes. We are kept busy as there is always something to be done and it's fun!

Our garden is outside in the fresh air. We hear the birds singing and see them hopping around, always inquisitive. We are surrounded by nature including



bees, butterflies and ladybirds. What we have in New Roots is a place to meet and be in the company of others while at the same time doing something positive for the environment as a community.

Learning and working within horticulture is calming, a soothing of the mind, and it's also great exercise. Working in our gardens provides us all with great joy and happiness and the desire to do more. It gives us great satisfaction and is so beneficial socially as we meet and make new friends.'

New Roots Gardening Group work at different sites in Milngavie and Twechar once a week and are always happy to welcome new members to the group.

If you would like to find out more information then email the Local Area Co-ordinators at: LACs@eastdunbarton.go.uk or call Ashleigh Grant-Ng on **07789 876 344**

Police Scotland Contact Numbers

Community Police Officers for the following areas can all be contacted via 101 - 999 must be used for all emergency calls

- Bearsden North
- Bearsden South
- Bishopbriggs North & Torrance
- Bishopbriggs South
- Campsie & Kirkintilloch North
- Kirkintilloch East & Twechar
- Lenzie & Kirkintilloch South
- Milngavie



POLICE SCOTLAND



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East Dunbartonshire Council
www.eastdunbarton.gov.uk

Antisocial Noise

Has your weekend been ruined by noise?

0300 123 4510

Email: antisocialbehaviour@eastdunbarton.gov.uk



Making a Complaint



East Dunbartonshire Council aims to provide high quality Neighbourhood Services for its customers. However, we realise that sometimes we may fail to reach your expectations.

When this happens we want to assist as quickly as possible by examining the problem and correcting mistakes where we are at fault. There is an East Dunbartonshire Council Complaints Procedure which provides information on what a complaint is and how to make a complaint.

If you have an issue with any service you have received from the Council you can do this by contacting us:

- in person
- by phone on: 0300 123 4510
- by emailing: complaints@eastdunbarton.gov.uk
- by using a complaints form
- in writing to the Council's Customer Services Manager
Broomhill Industrial Estate
Kilsyth Road, Kirkintilloch, G66 1TF
- by using the online complaints form
- on the Council's website at www.eastdunbarton.gov.uk

Independent advice about any complaint can be obtained from:
Scottish Public Services Ombudsman
4 Melville Street, Edinburgh
Telephone: 0800 377 7330
Website: www.spsso.org.uk

Interested tenants' list

We understand that not all areas of East Dunbartonshire have a tenants' and residents' association to represent that area and not everyone is available to attend or is willing to join an association. In recognition of this, and to ensure all East Dunbartonshire Council tenants have an opportunity to participate in a way that is suitable to them, we also have an interested tenants' list.

What is an interested tenants' list?

It's a list of tenants who are interested in being occasionally consulted about housing and related services delivered to tenants of East Dunbartonshire Council. Tenants who have joined this list have let us know which ways they would like to be consulted:

- By post
- By telephone
- By email
- By attending meetings

Some people are happy to participate in all these ways, while others have indicated only one or two methods. No matter how you would like to become involved we will support and assist you to achieve this.

What's in it for you?

Tenant participation should lead to better services for tenants. Becoming involved ensures you have an opportunity to influence changes to housing services by letting us know your views.

What's in it for us?

We want to provide our tenants with a high-quality housing service and listening to your views helps us to achieve this. For information on joining the Interested Tenants' List, please contact :

The Tenant Participation Team
East Dunbartonshire Council
Housing Services
William Patrick Library
2-4 West High Street
Kirkintilloch
G66 1AD

Tel: 0141 777 3171
Email: tenantparticipation@eastdunbarton.gov.uk



A service for Council & Housing Association tenants

Do You Need

- a small repair carried out
- a free reliable service

Care & Repair can provide!

- repairs or home safety advice
- professional friendly staff

Landlord can't help?

This service is for tenants living in East Dunbartonshire aged over 70 or 60 years with a disability or long-term illness. The service carries out and advises on small repairs that do not form part of the landlord's responsibility. Customers pay for materials at cost only.

Contact us

tel: 0300 123 4510

Email: customerservices@eastdunbarton.gov.uk

The Tenants Support Service is provided by Care & Repair in East Dunbartonshire, a service managed by East Dunbartonshire Council and funded by the Scottish Governments 'Change Fund'.

Other Formats

This document can be provided in large print, Braille or in audio format and can be translated into other community languages. Please contact the Council on 0300 123 4510

Tel: 0300 123 4510

0300 123 4510

0300 123 4510

0300 123 4510

0300 123 4510

Gas Servicing

East Dunbartonshire Council has an obligation to all of its tenants to ensure that gas heating systems and gas fires are maintained in a safe condition. A Gas Safety Inspection is programmed to be undertaken within 12 months of the previous inspection date.

This obligation is contained within Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998.

It is vital for you, the tenant, to provide access to allow such inspections to be carried out, both to comply with legislation and for your own personal health and safety. You will be given reasonable notice prior to the inspection.

Under your Tenancy Agreement paragraph 5.12 the Council has the right to access your property during reasonable times of the day to carry out these inspections.

If you refuse the Council entry to your property, the Council can force access to carry out the annual gas service and you, the tenant, will be liable for the expenses and costs incurred.

Right to Repair

East Dunbartonshire Council currently operate the Right to Repair Scheme that provides a minimum standard of response times for certain types of repairs carried out by the Council.

If the qualifying repair is not carried out within the maximum timescale you may be entitled to a compensation payment.

Alternatively, the Council can appoint another contractor to carry out the repair.

The scheme covers certain repairs up to the value of **£350**. These are known as 'qualifying' repairs.

Qualifying repairs:

- Unsafe power or lighting sockets or electrical fittings
- Loss or part loss of electric power
- Loss or part loss of gas supply
- A blocked flue to an open fire or boiler
- External windows, doors or locks which are not secure
- Loss or part loss of space or water heating if no alternative heating is available
- Toilets which do not flush (if there is no other toilet in the house)
- Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house)
- A blocked sink, bath or basin
- Loss or part loss of water supply
- Significant leaking or flooding from a water or heating pipe, tank or cistern
- Unsafe rotten timber flooring or stair treads
- Unsafe access to a path or step
- Loose or detached bannisters or handrails
- A broken mechanical extractor fan in a kitchen or bathroom which has no external window or door.

You will be advised when reporting the repair if the work qualifies under the Right to Repair scheme.

*If you require further information about the repairs service please contact **0800 052 5574**.*